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Job Title:	Underwriting Assistant
Department:	Commercial
Reports To:	Head of New Business
Location:	Office Based – Hybrid
Employment:	Permanent, Full Time

#### About DOA:

“DOA Underwriting Ltd is the principal company for David Oliver T/as David Oliver Associates and DOA Special Facilities Ltd (DOA).

DOA is a unique MGA that was founded in 1996, as an independent underwriting agency, wholesale broker, and retail travel provider.

A family business with family values, DOA is focused on a long-term commitment to service and profitability, providing continuity in the face of constant change in the market.

Our vision is to focus on meeting the needs of our broker and Insurer partners. Providing friendly and reliable expertise in both underwriting and broking, creating innovative technology and providing the very best service so that all parties can deliver optimum value to their customers.

When joining DOA, you become a part of our family and will become a valued member of the team. You will have the opportunity to be mentored by industry specialists alongside a programme of personal development and investment to deliver on your career goals.”

#### Role Purpose

DOA are looking for a detail focused Underwriting Assistant to develop good working relationships with the underwriting team. The role will include assisting the Commercial Underwriters with renewal business as well as Commercial Administration and therefore this role would be perfect for someone with strong administration experience. The role will be a fantastic opportunity for someone who likes variety and flexibility to manage their own time.

[doainsurance.co.uk](https://doainsurance.co.uk)



### Key Responsibilities

- Assisting with servicing accounts for renewal business in accordance with the Commercial Underwriter.
- Policy amendments, mid-term alternations & responding to Broker queries.
- Fostering positive working relationships with Brokers and Clients and providing a professional and prompt service.
- Remaining compliant and escalating issues as appropriate.
- Undertaking any other related duties as may be reasonably required.
- You will be expected to perform to the highest of standards and in accordance with the Conduct Rules as specified by the FCA. The Conduct Rules are as follows:
  - You must act with integrity
  - You must act with due care, skill and diligence
  - You must be open and co-operative with the FCA, PRA and other regulators
  - You must pay due regard to the interests of customers and treat them fairly
  - You must observe proper standards of market conduct.

### Experience & Knowledge

- Broker/Underwriting experience is essential, specifically Commercial
- Experience in dealing with Commercial brokers/ Insurers
- Experience working in a small team in SME organisations
- Experience in underwriting with delegated authority or underwriting licences
- Proven track record of developing new and existing relationships with key brokers
- Ability to deliver on financial targets
- Ability to work in as a team and on own initiative
- Experience in using software systems for underwriting and administration

### Skill Set

- Excellent organisation skills
- Excellent communication skills
- Passion for detail
- A 'can do' attitude
- Effective time management
- Curious mindset
- Positive attitude to change
- Contribute to colleague's time rather than take it away
- Hungry to be involved in a fast-growing business and all that entails
- Passionate about understanding the profession and developing their learning
- Passionate about making a difference
- Thrives on exceeding expectations



Signatures

Employee	Date
Manager	Date

